Kevin Welch

From: Sent:

To: Subject: Xfinity <xfinity@emails.xfinity.com>

Sunday, July 01, 2018 6:27 PM

lkwelch1@comcast.net

Xfinity Service Interruption



My Account >

Recent issue with your Xfinity services

We're aware that you may have lost connection to your internet, video and/or voice services on Friday, June 29. Comcast and other companies rely on infrastructure from network partners to deliver service, and unfortunately there were multiple major cuts to the fiber provided by these companies.

As soon as we learned of the issue, our engineers worked quickly to immediately restore services. That said, any time without your service can be frustrating, and we apologize for the interruption.

While we believe the restoration is complete, if you are still seeing some errors, there are a few things you can try to refresh your system.

- Say "restart my TV" into your X1 voice remote and follow the prompts
- Use the My Account app to pick the service that is not working and follow the troubleshooting tips
- Unplug your Xfinity boxes for at least 5 seconds, then plug back in

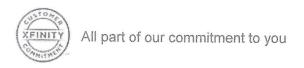
If you have tried the above and are still having issues, click to chat with an agent or call us at 1-800-xfinity.

Thank you for your patience and loyalty during this recovery phase.

Sincerely,

Kyle McSlarrow

Senior Vice President, Customer Experience





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